



NEWPORT NEWS, VA
CITY OF OPPORTUNITY

JOB DESCRIPTION
**BUSINESS PROCESS ANALYST,
SENIOR**
HUMAN SERVICES

Human Resources Department
700 Town Center Drive, Suite 200
Newport News, VA 23606
Phone: (757) 926-1800
Fax: (757) 926-1825

GENERAL STATEMENT OF RESPONSIBILITIES

Under general supervision, this position is responsible for monitoring and evaluating the business model for day-to day operations of the Financial Services Bureau and effectively supervises the Evaluation, Monitoring, and Planning Unit. Reports to the Chief of Eligibility.

ESSENTIAL JOB FUNCTIONS

Assigns, schedules, and oversees the day-to-day activities of employees within the Evaluation, Monitoring, and Planning Unit. Plans, organizes, prioritizes and reviews work of employees to meet planned objectives and requirements of assigned projects.

Supervises and evaluates the development and implementation of Bureau wide training, new policies and procedures, and training of existing and new staff.

Coordinates third party program compliance audits conducted by the city, state and federal officials; prepares responses to audit results; completes corrective action plans as required.

Analyzes current business policies, procedures and processes within the Bureau, and prioritizes new and existing initiatives to ensure they are consistent with the Virginia Department of Social Services and Department of Human Services' strategic direction; recommends, implements and monitors customer focused business process re-engineering that provides integrated services across the system of care, including involvement of community-based service partners.

Understands the department's strategic direction, communicates the vision to all Bureau employees and gains cooperation in order to ensure the Bureau's organizational structure and culture successfully sustain change; ensures that consumer needs are recognized, understood, and that any changes implemented will benefit them.

Leads research and survey design, develops and implements policies and procedures that streamline service delivery to the consumer in a cost effective manner. Initiates and coordinates pilot programs to test more effective ways of working; creates and facilitates work groups; develops solutions to problems; writes business cases for change; assists with the implementation of recommended changes; monitors and reviews the impact of the changes.

Tests and evaluates state initiated changes to policies, procedures and technology for the Bureau conducts cost-benefit and gap analysis. Develops the Bureau's business model, plans and implements identified organizational structure changes and develops and facilitates training. Assesses program performance in meeting outcomes, recommends best practices and administrative modifications based on findings, and assists with the implementation of recommendations.

Serve on various committees and task force groups; attends training sessions, unit meetings, make presentations to groups and involved in other public relations activities and assist with special projects. Attends in-service and other training sessions and conferences and may represent the agency on committees or task force groups.

Performs other duties as assigned.

PERFORMANCE STANDARD

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the City's Values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

REQUIRED KNOWLEDGE

- Human Services - Comprehensive knowledge of human services principles and practices including federal, state, and local regulations affecting human service programs. Knowledge of programs, social economic trends and behaviors that impact the delivery of human services.
- Strategic Planning - Knowledge of strategic planning and program evaluation principles and theories to ensure competitive advantage and profitability.
- Technology - Knowledge of general office equipment and personal computers to include word processing, spreadsheet, and related software. Comprehensive knowledge of office systems, practices, procedures and administration.
- Supervision- Knowledge of leadership techniques, principles and procedures to assign work, schedule, supervise, train and evaluate the work of assigned staff.

REQUIRED SKILLS

- Judgment/Decision Making – Evaluates the best method of research and then exercising appropriate judgment in establishing priorities and resolving complex matters. Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Computer Skills - Utilizes a personal computer with word processing, spreadsheet, and related data analysis software to effectively complete a variety of administrative tasks with reasonable speed and accuracy.
- Interpersonal Relationships - Develops and maintains cooperative and professional relationships with customers, employees, managers, and representatives from other departments and organizations.
- Data Analysis - Data collection methodology and analysis to develop trend information for the development of training modules, staff deployment decisions, and revisions to business operational model.

REQUIRED ABILITIES

- Communication - Excellent ability to communicate ideas and proposals effectively to diverse audiences to include preparing and conducting training, preparation of reports, and policies. Excellent ability to listen and understand information and ideas presented verbally and in writing.

- Time Management – Ability to plan and organize daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology to meet strict deadlines.

EDUCATION AND EXPERIENCE

Requires a Bachelor's Degree in Business Administration, Public Administration, Social Work or a closely related field and 3-5 years of related experience or an equivalent combination of education and experience and 1-2 years of supervisory experience. Human Services experience with an emphasis on eligibility services preferred. Master's Degree preferred.

ADDITIONAL REQUIREMENTS

An acceptable general background check to include a local and state criminal history check and sex offender registry check.

A valid driver's license with an acceptable driving record.

Individuals in this position cannot be listed as having a founded child abuse or neglect complaint.

In the event of a declared emergency in the City of Newport News, individuals in this position are required to work shelter duty and may be called on to perform duties as required to provide for the safety and care of the citizens of the community.

PHYSICAL REQUIREMENTS

- Requires the ability to exert light physical effort in sedentary to light work.
- Some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds).
- Tasks may involve extended periods of time at keyboard or work station.

SENSORY REQUIREMENTS

- Some tasks require the ability to perceive and discriminate sounds and visual cues or signals.
- Some tasks require the ability to communicate orally.

ENVIRONMENTAL EXPOSURES

Essential functions are regularly performed without exposure to adverse environmental conditions.